

Takoma Park Public Access Computers

Library and Computer Center which includes rooms A, B and the Senior Room

- **Room A** Staff help available, some talking, cell phones can be used, small groups are permitted.
- **Room B & Library** Little staff help available, quiet, no groups
- **Senior Room** No staff oversight or help, limited to people over 50, longer sessions available.

Public Access Computers Timeline

August 2004 Library computer 4 workstations

December 2005 Room A, 10 stations, 30 hrs/wk.

January 2006 Senior Room, 4 stations, irregular hours

February 2006 Room B, 10 stations added

March 2006 Rooms A and B, hours increased to 41 hrs/wk.

June 2006 Rooms A, B and Senior, hours increased to 50 hr/wk.

Computer Center Hours of Operation

50 hours

- Monday – Friday, Noon to 8
- Saturday, Noon to 6
- Sunday, 2 to 6

Computer Center Staffing

30 hour position Monday – Friday, Noon to 6

10 hour position Monday – Friday, 6 to 8

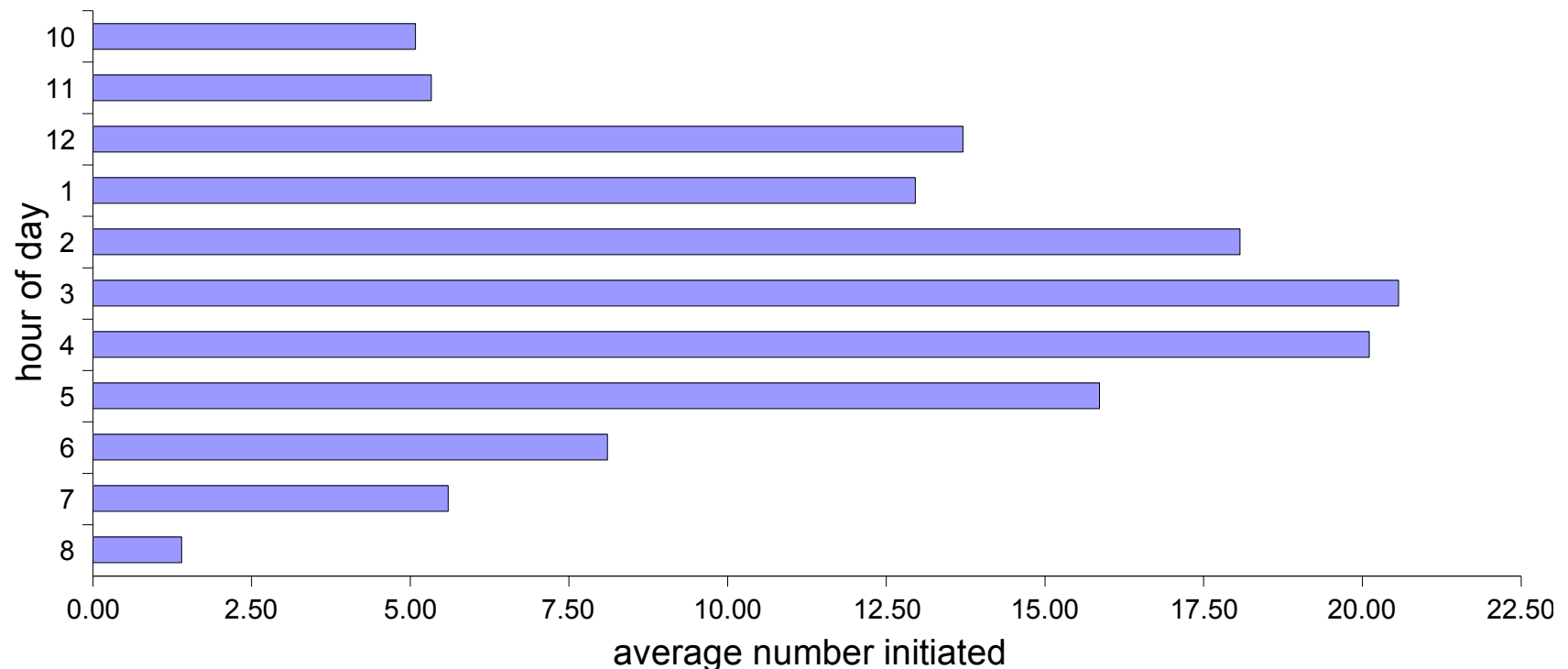
10 hour position Saturday, Noon to 6; Sunday, 2 to 6

Public Access Computers

A session is a log-in / log-out sequence.

This chart of sessions by time of day includes library station use.
The library is open 53 hours/week.

Computer Sessions 12/06



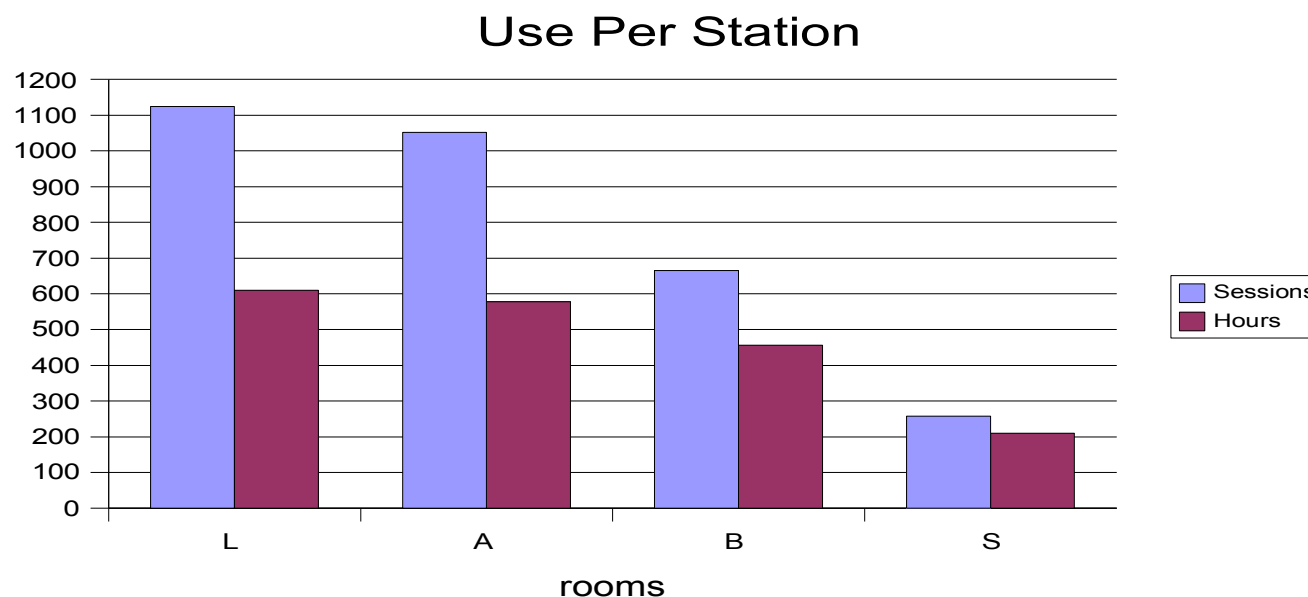
Public Access Computers Utilization July to December 2006

20,582 Sessions

12,273 Hours of Use

includes all locations: A, B, Senior Room and Library

Variation by Location



- Average Session Length Library 33 minutes
- Average Session Length Room A 33 minutes
- Average Session Length Room B 41 minutes
- Average Session Length Senior Room 49 minutes

Snapshots of the Computer Center

The following pictures were taken within
a four minute period, 4:37-4:41 PM,
on January 30, 2007



SENIOR ROOM





OBSERVATIONS

The overall environment is important

- **The posters and rugs create a welcoming, comfortable ambiance.**
- **Having well-defined policies allows all users to effectively make use of the facility.**
- **The current staffing level (one person each open hour) is insufficient at times to provide both oversight and assistance.**

Opportunity for Improvement

- Increase staffing on weekdays at peak hours in the late afternoon.
- Cost to be determined, but in the range of \$14,385 to \$27,552.